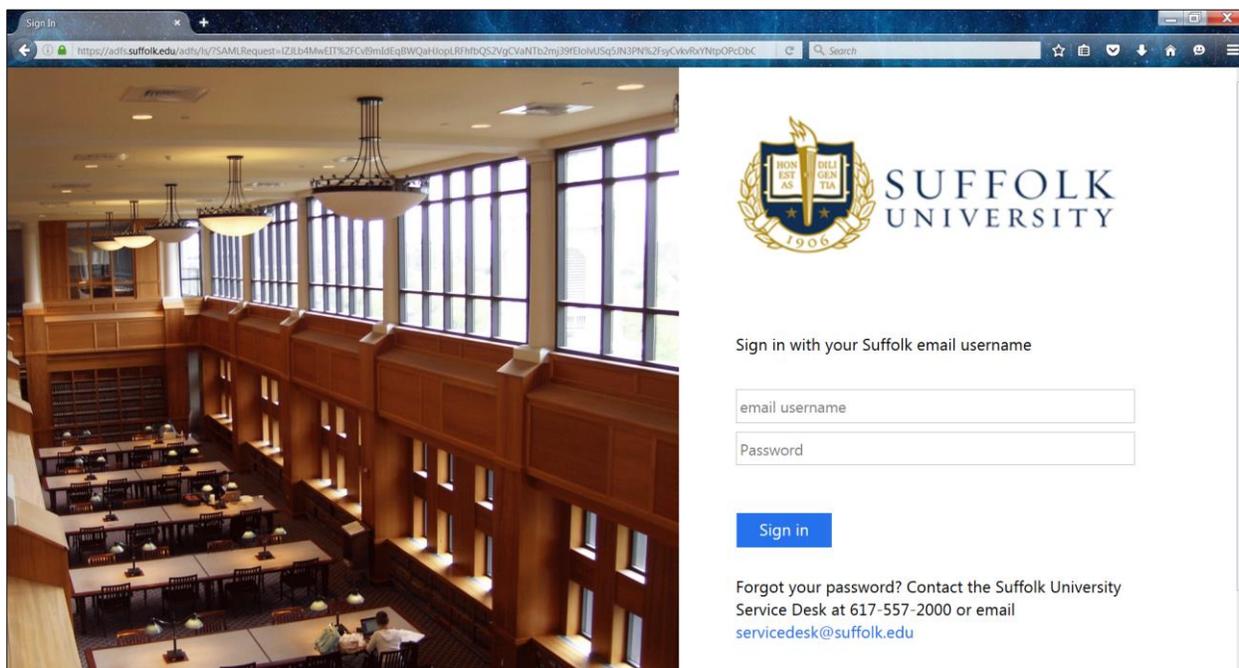


EARLY ALERT USING NAVIGATE– FACULTY INSTRUCTIONS

How do I see what outreach has occurred for students I alerted?

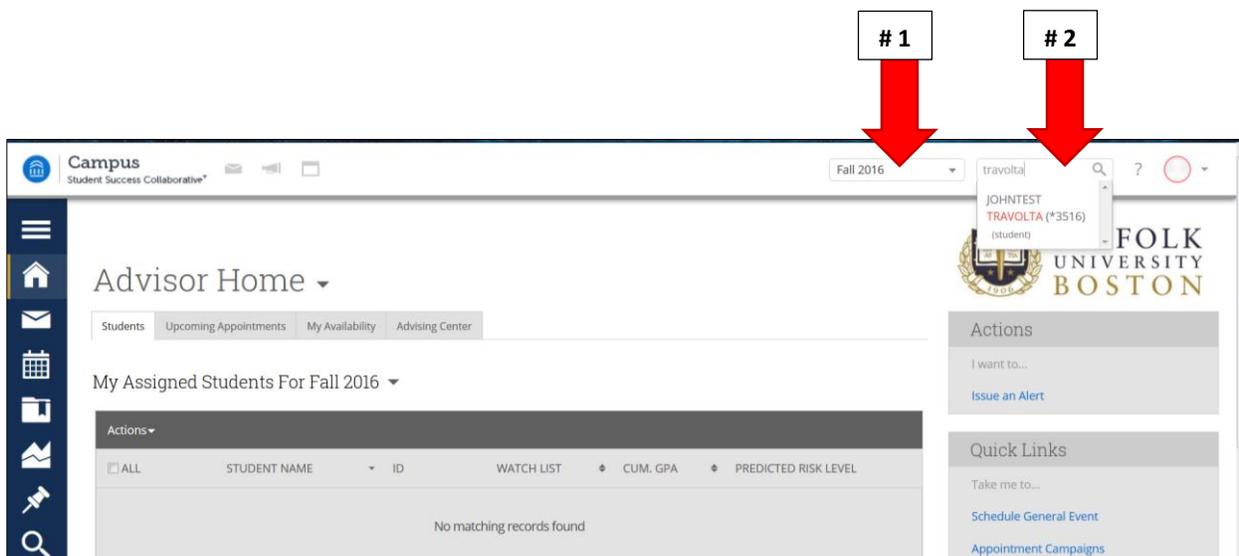
You will need to log into Navigate per the instructions below:

- 1) Go to <https://suffolk.campus.eab.com>
- 2) Enter your Suffolk Username and Password (Same as you Suffolk Email **WITHOUT @ Suffolk.edu**)



How do I search for a student that I alerted?

To search for a student, you first select the appropriate term (Spring 2020) per arrow # 1 below, then you enter the ID # or first name, last name in the search bar per arrow # 2:



EARLY ALERT USING NAVIGATE – FACULTY INSTRUCTIONS

This will bring you to the student profile per screenshot # 6. To view the Early Alert outreach that has been done, under Staff Alerts (arrow # 1), select Open Cases (arrow # 2) per the arrow below:

The screenshot shows the 'Campus Student Success Collaborative' interface for student JOHNTTEST TRAVOLTA. The page includes a navigation menu with tabs for Overview, Success Progress, History, Class Info, Major Explorer, and More. A sidebar on the left contains various icons. The main content area displays 'Your Reminders About JOHNTTEST' with a table that is currently empty, indicating no upcoming or outstanding reminders. On the right side, there is a 'Staff Alerts' panel with a notification badge showing '6'. This panel lists '2 Progress Reports At-Risk', '2 Open Cases', and '2 Alerts'. Below these are several action links: 'Add a Reminder to this Student', 'Report On Advising', 'Schedule an Appointment', 'Add to Watch List', and 'Issue an Alert'. At the bottom right, there is a 'Student Info' section with details: Age: 49, DOB: 01/01/1967, Address: 41 Temple St.

Scroll down and under Open Cases, you will see the student and alerts received. You can click on Manage Case per arrow # 1 below, to view the outreach that has occurred. If the case has been closed, you will select the Closed Cases tab, per arrow # 2.

The screenshot shows the 'Open Cases' section of the interface. It features a table with the following data:

DATE OPENED	REASONS	ISSUED BY	ASSIGNED TO	
08/17/2016	Trouble with Subject Matter/course content	Jill Eisenberg	Orla Downey, Rebecca Fiore	Manage Case
08/17/2016	Excessive Absences from class	David Gallant	Rebecca Fiore	Manage Case

At the top of the table, there are two tabs: 'Open Cases' (selected) and 'Closed Cases'. A red arrow labeled '# 2' points to the 'Closed Cases' tab. Another red arrow labeled '# 1' points to the 'Manage Case' button for the first row. The 'Student Info' section from the previous screenshot is visible on the right side of the page.

EARLY ALERT USING NAVIGATE– FACULTY INSTRUCTIONS

When you click Manage Case, you will be brought to the screen below, which details who was assigned the case and all the outreach that has occurred. Please know that caseworkers are working with multiple students simultaneously and will continue outreach over several weeks.

MANAGE CASE

Class: WRI-102-AE First Year Writing II

JOHNTEST TRAVOLTA

Reason(s): Excessive Absences from class

Case Owner: Karen McKetchnie Assigned To: Rebecca Fiore

Case Activity:

Date	Activity	Time
08/17/2016	David Gallant assigned case to Orla Downey.	08:47AM
08/17/2016	David Gallant opened case.	08:47AM
08/17/2016	David Gallant added comment: Seems to be away often trying to make it in Hollywood	08:47AM
08/17/2016	Jill Eisenberg added comment: Grease Lightning	08:50AM
08/17/2016	Orla Downey changed owner to Karen McKetchnie.	10:28AM
08/17/2016	Orla Downey unassigned case from Orla Downey.	10:28AM
08/17/2016	Orla Downey assigned case to Karen McKetchnie.	10:28AM

Student Info

Age: 49
DOB: 01/01/1967
Address:
41 Temple St.
Boston, MA 02108

Email: rbaetzel@suffolk.edu
Home: 6175738302

Login Status:
Login Enabled Via SSO

A Closed Case will include the outcome of the outreach, for example, *Unresponsive to Outreach*, per the arrow below.

MANAGE CASE

Class: MATH-128-AE Math for the Modern World

JOHNTEST TRAVOLTA

Reason(s): Trouble with Subject Matter/course content

Case Activity:

Date	Activity	Time
08/17/2016	Jill Eisenberg assigned case to Orla Downey.	09:12AM
08/17/2016	Jill Eisenberg opened case.	09:12AM
08/17/2016	Jill Eisenberg added comment: John is struggling	09:12AM
08/22/2016	Orla Downey changed owner to Rebecca Fiore.	12:48PM
08/22/2016	Orla Downey assigned case to Rebecca Fiore.	12:49PM
08/22/2016	Rebecca Fiore closed case (Unresponsive to outreach)	01:49PM

DATE OPENED: 08/17/2016 DATE CLOSED:

Case Closed Reopen Case

Once a case is closed, you will also receive an email per below. This could be your prompt to log into Campus to see what the outcome of the outreach was.



Case Closed

Student:
JOHNTEST TRAVOLTA

Alert Reasons:
Trouble with Subject Matter/course content

Alert issued on:
August 17



What if I need additional information?

If you have any questions or concerns about Early Alert, please contact Orla Downey in CLAS at odowney@suffolk.edu, or via phone at 617-573-8099.